



Customer Service Desk Announcement & Progress Report

Dear Valued Customer,

The purpose of this note is to update you on our progress with regard to our ongoing efforts to provide superior service to your practice through our newly created Service Desk operation.

Background: Why We Created the Service Desk

As you know, we invested several months ago in creation of our new Service Desk. This decision was explicitly designed to improve our responsiveness to issues you report to our team and continuously improve our service levels and your customer satisfaction. Please note that this business decision entailed our hiring additional personnel and utilizing a new phone system and software to enable us to keep better track of your issues. We have made this incremental investment on your behalf without raising our subscription prices to you.

Benefits of the Service Desk

The Service Desk now enables us to track every incident you report to us whether it concerns such issues as system connectivity and speed, the need for a password reset, a suggested software enhancement, a reported bug, a training issue regarding how to best use our application in particular situations, or anything else.

We now have both a holistic and granular understanding regarding the volume of your inquiries, suggestions and complaints and their appropriate content and classification. This good data helps us prioritize our efforts to better meet the needs of our growing client base.

Every client call, email or web contact is ticketed and your reported issue is either handled on the spot by our Service Desk personnel or escalated, as appropriate, to our Training, Technical Services or Development Team. When your issues need to be escalated, we make every effort to ensure they are properly vetted, prioritized and sent to the right member of our team who can help you.

Our Service Desk is designed for quality. We want to make sure that none of your issues get lost in the shuffle, that you receive timely updates on our progress either via email or phone and that your issues are addressed and resolved as quickly and accurately as possible.

Measuring Our Quality Improvement

We are committed to continuously improving your satisfaction with our products and customer service. As such, we are conducting Customer Satisfaction Surveys with you every 90 days to gauge the impact of our efforts and to make course corrections as warranted. To date, we have conducted two such studies and the customer satisfaction data is generally moving in the right direction towards improvement. While we are gratified about this, we know we can



still do more – and we intend to do so. In particular, we are currently investigating options to improve our “live answer rate” when you call, and the speed with which we can address your requests for data changes and defect fixes. As always, we endeavor to execute clean software releases when we introduce new features and fixes in our application, and we communicate to you via both email and on the Announcement Page of our Support Site (<http://paydc.com/paydcsupport/announcements/>) to ensure your practice is well informed in a timely way regarding our software enhancements.

A Few Tips to Optimize Satisfaction & Service with PayDC/Advanced Provider Solutions

We want to make it as easy as possible for you to use our application and get help when you need it. You can play a role to make this happen by following these tips:

1. Make sure your whole team is on time and attentive at training sessions and webinars as scheduled.
2. Take advantage of our online support site tools to easily get answers yourself for many of your commonly asked questions (paydcsupport.com and apbillingsupport.com).
3. Read the Announcements we email to you and also post on our Support Site (<http://paydc.com/paydcsupport/announcements/>) to keep your team up to date on our latest software enhancements and news.
4. Have our company phone numbers and key extensions handy when you need them:
 - a. PayDC chiropractic customers: Dial (888) 306-1257.
 - b. Advanced Provider Solutions multidisciplinary customers: Dial (855) 283-4940.
 - c. Key phone extensions for both PayDC and Advanced Provider Solutions:
 - i. Sales, press 1.
 - ii. Accounting, press 2.
 - iii. Schedule a Training, press 3.
 - iv. **SERVICE DESK** (for all Customer Service and Technical Support issues), press 4.
 - d. If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#)

Thank you very much for your support. We are excited by the strides we are making and will continue to listen to your collective “voice” in order to consistently improve our application and customer service.

Best regards,

PayDC/APS Support Team